

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Sanmina-SCI

#### Kentucky Manufacturing Assistance Center

#### Sanmina-Sci Achieves Iso 9000:2001 Certification

##### Client Profile:

Sanmina-SCI Corporation is the world's premier contract electronics manufacturing service (EMS). Sanmina-SCI's facility in Stanton, Kentucky produces custom engineered enclosure systems for electronic components such as networking cabinets, chassis, racks, indoor frames and cabinets, and outdoor enclosures. The Stanton facility, with nearly 250 employees, is just one of more than 20 Sanmina-SCI facilities located in 10 countries.

##### Situation:

One of the keys to Sanmina-SCI's success is its commitment to customer service, product quality, and reliability. To reinforce that customer commitment and capitalize on its industry-leading position, Sanmina-SCI mandated that all its facilities become certified to the ISO 9000 quality standard by the end of 2002. In response to this directive, local Sanmina-SCI management launched a search to find the best company to help them with quick ISO implementation. They selected the Kentucky Manufacturing Assistance Center (KMAC), a NIST MEP network affiliate.

##### Solution:

After documenting Sanmina-SCI's current quality control systems and procedures, KMAC helped develop and implement the necessary aspects of the ISO 9000 quality management system, including documentation methodology, internal auditing systems, and registration assistance. Other activities included problem-solving sessions with key employees to identify and train personnel on problem identification and solution techniques, followed by team exercises on root cause analysis. Finally, KMAC developed a project documentation manual and progress report, which it presented to Sanmina-SCI senior management. By following KMAC's implementation plan, Sanmina-SCI passed its audit and received its ISO 9000:2001 certification in time to meet the corporate deadline.

##### Results:

Achieved ISO 9000:2001 certification.  
Reduced lead time, work-in-process, and product defects.  
Increased profit margin.  
Improved competitive position.  
Increased sales by \$6-8 million.

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Increased sales per employee.  
Retained sales of \$16 million.  
Retained 60 jobs.  
Lowered unit labor costs.  
Improved employee skills and environment.

### **Testimonial:**

"We needed to become ISO 9000 certified--and we needed it to happen fast. The Kentucky Manufacturing Assistance Center and its quality implementation team made it happen. They really knew their business and took the time to understand our needs. We not only become certified within the desired time frame, but the impact of implementing ISO 9000 is having a significant impact on sales as well as employee moral. The whole process has really helped us become better organized and disciplined."

Vaulty Tyree, Plant Manager